

Message: RE: Database Issue**✉ RE: Database Issue**

From Carrie Hoelscher **Date** Monday, January 23, 2017 2:15 PM
To Kraft, Emily
Cc
Journal Emily.Kraft@oa.mo.gov
Recipients

 [image001.jpg](#) (3 Kb HTML)  [image002.png](#) (7 Kb HTML)

Re-entering her seemed to work. Thank you!

From: Kraft, Emily [mailto:Emily.Kraft@oa.mo.gov]
Sent: Monday, January 23, 2017 10:52 AM
To: 'Carrie Hoelscher'
Subject: RE: Database Issue

I'm not seeing her on my end either. My first recommendation would be to try it again. If it doesn't work again, let me know and I'll see what ITSD has to say.

From: Carrie Hoelscher [<mailto:carrie@allianceforlifemissouri.com>]
Sent: Monday, January 23, 2017 10:48 AM
To: Kraft, Emily
Subject: RE: Database Issue

Sorry, I meant to include her name in my email. It's [REDACTED]. I'm not wandering if they just need to try again?

From: Kraft, Emily [<mailto:Emily.Kraft@oa.mo.gov>]
Sent: Monday, January 23, 2017 10:42 AM
To: 'Carrie Hoelscher' <carrie@allianceforlifemissouri.com>
Subject: RE: Database Issue

I'm not aware of any issues with the old A2A database. What is the name of the client?

From: Carrie Hoelscher [<mailto:carrie@allianceforlifemissouri.com>]
Sent: Monday, January 23, 2017 10:41 AM
To: Kraft, Emily
Subject: Database Issue

Good Morning Emily,

Rachel House has tried to enter a new client into the "old" database, with no luck and we need your assistance to know what the problem is. They completed the client intake, submitted it and the client is not appearing in the IPCP drop down menu. Any advice you can give? They did not receive any sort

of an error message, nor a notification that the client doesn't qualify or a message that any required info on the client assessment was missing.

Thank you for your help!

Carrie

Carrie Hoelscher

A2A Program Manager



Email 1

106 5th Ave. S, PO Box 65

Greenwood, MO 64034

Phone: 816-806-4168

Fax: 855-856-5240

www.allianceforlifemissouri.com

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